



## CHW Supports a Client in Accessing Vital Healthcare

### ICAP CHWs help clients gain confidence and self-sufficiency through advocacy and care.

Inter-Lakes Community Action Partnership (ICAP) is a community-based non-profit organization that serves primarily low-income families and senior citizens in a 14-county area of East Central South Dakota. The CHW Program at ICAP works to provide Social Determinants of Health resource coordination for patients who experience barriers to their healthcare.

### CLIENT BACKGROUND

When the CHW was contacted, the client has been dealing with a sagging brain condition. However, the causes of this condition remained undetermined as he had not been able to make the necessary appointments. The client's soft-spoken nature has posed obstacles in being able to adequately express his concerns and seeking the necessary medical attention. These challenges posed a barrier to accessing healthcare for the client.

### SERVICES PROVIDED

The CHW has been instrumental in facilitating effective advocacy and securing vital healthcare appointments for the client. By joining the client on a phone call to his provider, the CHW has been an essential advocate, helping the client address his needs and concerns with his healthcare provider. The CHW also helped by providing him with encouragement and advice on how to better advocate for himself. The client has been empowered to navigate the complexities of the healthcare system with greater confidence and ease than he had previously.



**CHWs CAN PROVIDE DIRECT SERVICES TO NEEDED RESOURCES AND HELP BUILD INDIVIDUAL CAPACITY TO ACHIEVE WELLNESS ALONG WITH BUILDING COMMUNITY CAPACITY.**

**- MENDY HERKE, CHW MANAGER, ICAP**

## CLIENT SUCCESSES

With the assistance of the CHW, the client has successfully gained clarity on the necessary actions to be taken, guiding him toward a better understanding of his health situation. Additionally, the client has been able to gain the confidence to advocate for his own needs and concerns independently. Through this, the client has become more proactive and empowered in navigating the healthcare system. This has, in turn, expanded the client's access to healthcare resources, enabling him to seek appropriate medical attention and support as needed.

## ADDITIONAL INFORMATION

Inter-Lakes Community Action Partnership is a community-based non-profit organization that serves primarily low-income families and senior citizens in

a 14-county area of East Central South Dakota. ICAP administers a variety of programs supported through grants, donations, and other community resources to assist participants and their communities. Their vision is to have sustainable communities where children, families, and individuals reach their full potential through compassion, dedication, innovation, and integrity to empower people to embrace their strengths and opportunities. To learn more about the Inter-Lakes Community Action Partnership, visit: <https://www.interlakescap.com/>

This CHW success story was submitted by Meghan Vogel, CHW for Inter-Lakes Community Action Partnership, [mvogel@interlakescap.com](mailto:mvogel@interlakescap.com).



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